

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
AIR FORCE CONTACT CENTER — SAN ANTONIO  
RELOCATION TECHNICIANS

## 1.0 DESCRIPTION OF SERVICES

The contractor shall provide Human Resource (HR) Relocations Technicians to the Directorate of Personnel Services (AFPC/DPS), Air Force Personnel Center (AFPC) at Randolph Air Force Base, Texas. AF has directed that personnel services currently done at base level are being transferred to the AFPC in a centralized process for the entire Air Force. AFPC will stand up a relocations unit that will be responsible for processing documents such as the Department of Defense (DD) Form 214 and orders for personnel separating and PCSing across the Air Force. The contractor will be responsible for tracking, researching, collecting documents and typing all forms for separating and PCSing personnel. The overarching objectives are to ensure the Personnel community is postured to deliver quality and efficient service and provide faster/simpler personnel support for individuals relocating within the Air Force. In the near future, Personnel Services Delivery Transformation and the Defense Integrated Military Human Resource System (DIMHRS) are going to change Air Force relocation processes. The contractor shall be flexible and responsive to these evolving changes.

## 1.1 REQUIREMENTS

1.1.1 The contractor shall provide all personnel, tools, materials, supervision, and other items and services necessary to perform management of the centralization of relocation actions as defined in this PWS except as specified in the section dealing with government-furnished facilities, equipment and services below. The contractor shall utilize an electronic tracking system sufficient to meet service summary requirements.

The estimated quantity of work is listed as approximately 25,000 DD Forms 214 (based on historical 10-year average workload) and 135,000 relocation orders a year.

1.1.2 The contractor shall be responsible for the performance of the work. The contractor shall be responsible for providing expert military customer service via telephonic and electronic systems. The contractor shall understand and interpret Department of Defense and Air Force directives, policies, instructions, and personnel data systems to provide support to relocating members, and document all information in appropriate database. The contractor shall be responsible for meeting the Service Delivery thresholds identified in the Service Delivery Summary.

1.1.2.1 The contractor shall use varied functions of multiple office automation hardware, software, & peripherals to produce a wide range of documents, formats, etc. The contractor shall apply technology and innovative approaches that help answer and document problems for future use, or resolve complex problems resulting from interface with other programs. The contractor shall transmit and receive documents and messages electronically, as well as through the United States Postal Service. The contractor shall work various personnel programs and systems identified in paragraph 3.2.

1.1.2.2 The contractor will make initial contact with the member upon system-generated notification from the approving official of approved relocation. During initial notification, the contractor will request the member to complete and return the DD Form 214 worksheet and forward the applicable relocation request (AF Form 780, AF Form 31, AF Form 1288, or AF Form 2631), fact sheet, AF Form 2648, DD Form 4/1, and training certificates for completion of the DD Form 214.

1.1.2.3 Using the member's DD Form 214 worksheet, the contractor shall prepare a draft DD Form 214 and forward to the member for review, accuracy/completeness. DD Form 214s, ready for

review and signature, will be forwarded to the authorizing official no later than (NLT) the day of the member's projected departure date, or 7 calendar days before the member's Date of Separation (DOS), whichever comes first. The contractor will utilize current copy of AFI 36-3202, the Personnel Services Delivery (PSD) Handbook, and other locally developed guidance as required for instructions on accurately completing the DD Form 214. The contractor shall send appropriate copies of DD Forms 214 in accordance with Air Force Instruction (AFI) 36-3202 (NLT 24 hours after the member's DOS).

1.1.2.4 The contractor shall complete the DD Form 214 for members separating as a result of court-martial. One copy of the DD Form 214 must be sent, NLT 10 calendar days, to the member's local Staff Judge Advocate office for their records.

1.1.2.5 The contractor shall send the completed AF Form 100 to the authorizing official for review and signature within 7 calendar days of receipt of the member's medical letters and fact sheet. Upon receipt of the signed AF Form 100, the contractor shall ensure the AF Form 100 is mailed to the member and required agencies NLT 72 hrs of receipt from the authorizing official. This must be accomplished with a 95% on time rate.

1.1.2.6 The contractor shall ensure Permanent Change of Station (PCS) without Permanent Change of Assignment (PCA) orders are completed on members projected to separate from overseas locations. The contractor shall send the completed order to the authorizing official for review and signature within 72 hrs of receipt of all required documents to complete the order. Upon receipt of the signed PCS without PCA order, the contractor shall ensure the order is sent to the member NLT 72 hrs after receipt from the authorizing official. This must be accomplished with a 95% on time rate.

1.1.2.7 The contractor shall update E53 (forwarding address information) transactions for each separating member. The contractor shall perform fact-finding research of procedural regulations and other guidance and assist in providing information to co-workers and customers. The contractor will ensure status updates to relocation documents will be maintained within the automated application system.

## 2.0 SERVICE DELIVERY SUMMARY

SDS	Performance Objective	PWS Para	Performance Threshold
1	The contractor shall ensure 100% accuracy of all completed DD Form 214s	1.1.2	95% or above
2	The contractor shall send completed DD Form 214s (ready for review and signature) to the authorizing official NLT date of departure or 7 calendar days before DOS, which ever comes first	1.1.2.3	95% or above
3	The contractor shall mail signed copies 1 and 4 of the DD Form 214 to the member NLT 24 hours after member's DOS (see AFI36-3202, para10.2)	1.1.2.3	95% or above
4	The contractor shall forward UPRG and a legible "Copy 2" of the DD Form 214 to ARMS NLT 24 hours after member's DOS (see AFI36-3202, para 10.2)	1.1.2.3	95% or above
5	The contractor shall mail a legible "Copy 3" of the DD Form 214 to the Veterans' Administration NLT 24 hours after member's DOS (see AFI36-3202, para 10.2)	1.1.2.3	95% or above
6	The contractor shall mail remaining copies 5, 6 and 7 of the DD Form 214 to the appropriate agencies NLT 24 hrs after member's DOS (see AFI36-3202, para 10.2)	1.1.2.3	95% or above
7	The contractor shall send a copy of the DD Form 214 to the member's base SJA NLT 10 calendar days after the member's DOS for court-martialed members	1.1.2.4	95% or above
8	The contractor shall ensure the AF Form 100 (ready for review and signature) is sent to the authorizing official within 7 calendar days of receipt of the member's medical/dental letters and fact sheet	1.1.2.5	95% or above
9	The contractor shall ensure the AF Form 100 is mailed to the member and required agencies NLT 72 hrs after receipt of the signed AF Form 100 from the authorizing official	1.1.2.5	95% or above
10	The contractor shall ensure the PCS without PCA orders (ready for review and signature) are sent to the authorizing official within 72 hrs of receipt of all required documentation	1.1.2.6	95% or above
11	The contractor shall ensure signed PCS without PCA orders are sent to the member NLT 72 hrs after receipt from the authorizing official	1.1.2.6	95% or above

## 3.0 HARDWARE, SOFTWARE AND TELECOMMUNICATIONS ENVIRONMENT.

### 3.1 HARDWARE. Infrastructure consists of a Microsoft Windows XP Operating System.

- Compaq Servers with Tape Drive
- Rogger — Routing Call Logger (CPQ Proliant ML 570R)
- Peripheral Gateway (CPQ Proliant ML 370R) - ACD — IVR
- Administration Workstation (CPQ DeskPro)
- Web Server Gateway (CPQ Proliant ML 370R)
- High End Administration Workstation (CPQ Proliant ML 350)
- HP Laser Series 5 si Printer
- HP Color Laser Jet 4600dn Printer

3.2 SOFTWARE. Primary software applications consist of, but not limited to:

- MilPDS — Oracle Version 7.3 or higher
- Case Management System (CMS)
- Microsoft Word, Excel, PowerPoint, Access, Outlook
- RightNow Web case management/knowledge managements systems
- Virtual Military Personnel Flight (vMPF)
- Form Flow/Jet Form/Information Management Tools
- Defense Clearance Investigations Index (DCII)
- AFPC Intranet and the Internet

3.3 TELEPHONIC SYSTEMS:

- CISCO Voice over IP (VOIP)
- Avaya Phone System

4.0 SECURITY. The contractor personnel shall be exposed to information covered under the Privacy Act of 1974 and shall comply with the safeguarding and handling requirements associated with Privacy Act and sensitive personnel data. Access to information subject to the provisions of the Privacy Act is required and will be safeguarded IAW Privacy Act of 1974. A National Agency Check (NAC), IAW AFI 33-202, is required for all contractor personnel. NAC must be submitted prior to having access to the AFPC Personnel Data System (PDS). The Delegated Approving Authority (AFPC/DPD) will grant interim access pending results of NAC. Contractor personnel may be exposed to information covered under the Privacy Act of 1974, and if so, the contractor shall comply with all applicable safeguarding and handling requirements associated with the Privacy Data.

5.0 GENERAL INFORMATION.

5.1 FACILITY. The Air Force Personnel Center shall provide the contractor a work area, computer, and telephone needed to operate within Building 499, Dixon Hall, on Randolph Air Force Base, Texas. Contractor may be asked to relocate to another location within the San Antonio, Texas area.

5.2 HOLIDAYS. The contractor is not required to provide services on Federal holidays.

5.3 HOURS OF OPERATION: Normal duty hours will be 2230-0730 (Sunday through Friday, subject to change).

5.4 EQUIPMENT. The Air Force shall provide the contractor the computer and telephone resources necessary to perform these tasks. The contractor shall have access to regulations, instructions, specifications, standards, and manuals related to military HR management and administration needed to provide appropriate answer to customer queries. Government computers and equipment will be used for official use only.

5.4 PERSONNEL ACCESS TO BASE/FACILITIES:

5.4.1 ID Card: Contractor shall enter the main entrance of HQ AFPC, Bldg 499, report to the HQ AFPC/DPSC Security Manager, and submit a request for a CAC via the Contractor Verification System (CVS). Upon verification and notification of an approved application, the contractor will proceed to the Military Personnel Flight, Customer Service section of Bldg 399 for issuance of an ID Card.

5.4.2 Building Access Card: Contractor shall request a building access card (proximity card) from the AFPC/DPSC Security Manager upon in-processing to HQ AFPC. This proximity card must be carried at all times while performing duties and must be used to access Bldg 499.

5.4.3 Vehicle Registration: Contractor shall proceed to the Randolph AFB Visitors Center before entering the base and register vehicle. Individual must have a valid driver's license, proof of insurance, and vehicle registration in order to register the vehicle.

#### 6.0 QUALITY ASSURANCE (QA).

6.1 The Air Force shall be responsible for QA of all work accomplished during the performance of the task. All work shall be accomplished in accordance with the Government-provided Quality Assurance Surveillance Plan.

6.2 Work and documentation produced by contractor personnel will be regularly reviewed by the Primary/Alternate Quality Assurance Personnel (QAPs): Only the Air Force Primary and/or Alternate QAP may accept or reject proposed changes to operational guidelines and procedures with the concurrence of the respective AFPC and/or HQ USAF functional OPR. The contractor shall provide and maintain a Quality Control Plan (QCP) which ensures the requirements in this PWS are met. One copy of the QCP shall be provided to the Primary/Alternate QAPs. A second copy of the QCP shall be provided as part of the technical proposal.

#### 7.0 SPECIAL INSTRUCTIONS/REQUIREMENTS.

7.1 CONTRACTOR TRAVEL. In the event it is required, contractor travel shall be in accordance with the Joint Travel Regulations. Contractor is subject to lodging at Bachelor Officer Quarters (BOQ) or other acceptable lodging as stated in the JTR and DOD policy. Invoiced costs of travel shall be based on actual expenditures and subject to the JTR and per diem rules for reimbursement. Travel costs will be reported on the monthly status reports. All contractor travel shall be pre-approved by the QAP.

---End of SOW---

DOD Policy on Elimination of Use of Class I Ozone-Depleting Substances. No DOD contract awarded on or after June 1, 1993 may include a specification or standard requiring the use of an ozone depleting chemical. The supply or service being procured by this contract has been certified as a non ODC item. If to your knowledge the product or service contains or will require the use of ozone depleting chemicals in the performance of this contract, you are required to notify the Contracting Officer immediately.

NOTE: The following list of products, if applicable to this order, must comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d).

1. Software applications and operating systems
2. Web-Based internet and internet information and applications.
3. Telecommunications products
4. Video and multimedia products
5. Self contained, closed products
6. Desktop and portable computers.

Further information and guidance can be found at [www.section508.gov](http://www.section508.gov)

Vehicles are to enter and exit the west gate of Randolph AFB TX. Entry and exit time shall be between 6:00 a.m. and 6:00 p.m., Monday thru Friday (except Federal Holidays). Routine repairs/deliveries will be accomplished only between 7:30 AM and 4:00 PM Monday thru Friday.

Customer Point of Contact:

HQ AFPC/DPDXR

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Contracting Point of Contact:

12CONS/LGCB

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